III. FUTURE METHOD OF OPERATION (FMO)

A. Overview

Through the PMO evaluation, SBC has identified OSS process and interface modifications for Ameritech Illinois. The following section details Ameritech Illinois' plans to develop and implement these modifications in the pre-ordering, ordering, provisioning, maintenance and repair, and billing interfaces. The following section details Ameritech Illinois's plans for developing and deploying commercially ready, application-to-application interfaces using standards and guidelines as defined, adopted, and periodically updated by the Alliance For Telecommunications Industry Solutions ("ATIS") for OSS, e.g. Electronic Data Interchange ("EDI") and Electronic Bonding Interface ("EBI") that support the preordering, ordering, provisioning, maintenance/repair, and billing of resold local services, unbundled network elements ("UNEs") and combinations of UNEs that meet the requirements of 47 U.S.C. § 251(c)(3). As set out below, these plans are based on modifications and enhancements to existing OSS interfaces that were identified during the course of the PMO evaluation described in Section II. The deployment plan will comply with the ICC SBC/Ameritech merger conditions and timeline,

Evaluation of the appropriate industry standards and guidelines was a major part of the FMO analysis. . The specific versions of the standards and guidelines for all functions with the issuing body are identified in the following table:

Table 17:

Function	Applicable Standard(s)
Pre-ordering, Ordering and Provisioning	• ***OBF LSOG 4 or ASR 22*** • ***OBF LSOG 5*** • ***SOSC ELMS 4x12x4020*** • ***SOSC ELMS 5***
Maintenance and Repair	• T1M1 T1.227a-1998 • T1M1 T1.228-1995 • T1M1 T1.262-1998
Billing	• OBF BDT 32 • OBF EMI Version 17 • TCIF Billing Issue 4010

Additional detail on all planned enhancements will be made available per the Change Management Process and releases of information under this Plan of Record. This process also allows for CLEC input at multiple points prior to implementation of the enhancements. In its design of interfaces, interface specifications and documentation that are to be implemented as part of this Illinois Plan of Record, SBC/Ameritech will establish data elements required in the pre-ordering, ordering, and provisioning interfaces to be consistent with data element names, format and structure as those are defined in ATIS Local Service Ordering Guideline version 4 (LSOG 4) and EDI LSOG Mechanization Specification (ELMS4) (hereinafter the "Initial Release Requirements"). In addition, Ameritech Illinois and the CLECs have discussed functionality from LSOG 5 and other emerging guidelines (eg. line sharing, etc.) that will also be implemented as a part of this POR and included in

the Initial Release Requirements[1]. CLECs and SBC/Ameritech will collaboratively review the Initial Release Requirements immediately upon release. Final Release Requirements will reflect the mutually agreed to requirements resulting from those collaborative sessions. The collaborative efforts will conclude upon the issuance of Final Release Requirements for each interface release. Nothing herein shall be deemed to preclude the parties from taking advantage of their rights pursuant to ***Phases II and III*** of Condition 29 of the Merger Order Docket No. 98-0555.

For releases scheduled after March 2001, SBC/Ameritech agrees to collaboratively evaluate with the CLECs LSOG 5 functionalities, and incorporate any functionalities that the parties agree are required.

If Ameritech Illinois or the CLECs believe that a variance to an industry standard or guideline is warranted, the decision whether to implement the industry standard or a variant will be made collaboratively in accordance with the CMP. If no industry guideline exists, Ameritech Illinois will work through the CMP to obtain CLEC consensus on interim guidelines to implement until industry guidelines are adopted.

Ameritech Interface Development Rule

Simultaneously with its publication of interface specifications for the releases referenced in the revised Future Method of Operations agreed to in Phase 2 of the Illinois OSS Collaborative (Condition 29) SBC/Ameritech, as set forth below, will document its pre-ordering, ordering, and provisioning interface specifications consistent with the format and terminology used by the Telecommunications Industry Forum (TCIF) of the Alliance for Telecommunications Industry Standards (ATIS), using the industry conventions of inquiry/response and forms. SBC/Ameritech will also provide a mapping document that relates each data element defined in its interface requirements and business rules to its electronic interface specification for EDI and CORBA.

In its design of interfaces, interface specifications and documentation that are to be implemented in response to the following Designated Issues identified in the Condition 29 Collaboratives, SBC/Ameritech will establish data elements required in the pre-ordering, ordering, and provisioning interfaces to be consistent with data element names, format and structure as those are defined in the most currently adopted ATIS Local Service Ordering Guideline and EDI LSOG Mechanization Specification (hereinafter the "Initial Release Requirements"). CLECs and SBC/Ameritech will collaboratively review the Initial Release Requirements immediately upon

[1] IL OSS Collaborative issue #9, 16, 19, 20,24 and 40.

release. Final Release Requirements will reflect the mutually agreed to requirements resulting from those collaborative sessions. The collaborative efforts will conclude upon the issuance of Final Release Requirements for each interface release. The parties acknowledge that CLECs may have disputes with the ways in which SBC/Ameritech has designed and developed its implementation of the resolutions to the issues and may not be able to resolve those disputes in collaboration with SBC/Ameritech.

Once the CLECs and SBC/Ameritech have concluded their collaborative review of the specifications and documentation released by SBC/Ameritech as Initial Release Requirements, the CLECs and Ameritech agree that one or more CLECs may petition the Illinois Commerce Commission for arbitration of any outstanding issues relating to the manner in which the Initial Release Requirements define SBC/Ameritech's implementation of the revised POR, consistent with the provisions, including the complaint/arbitration provision, in Condition 29 for Phase 3. Condition 29 of the OSS Conditions provides that:

> *"If one or more CLECs contend that SBC/Ameritech has not developed and deployed the system interfaces, enhancements, and business requirements consistent with the written agreement obtained in Phase 2, or has not complied with the Commission's decision received in Phase 2, they may file a complaint with the Commission which shall arbitrate the issue(s) consistent with the procedures identified in Phase 2 except that this arbitration shall be concluded within 2 months."*

The OSS enhancements that are the subject of Condition 29 must be designed, developed, implemented and tested to demonstrate that they effectively contribute to establishing a competitive framework for local services in Illinois. As such, the issues resolved in the collaborative, and any arbitrated for resolution in Phase 2 or Phase 3, are subject to third party testing according to Condition 29. Third party testing of the enhancements will not be completed until a report has been issued by the third party tester which satisfactorily identifies the deficiencies of any tested enhancements and recommends a practical method and timetable for correcting such deficiencies.

Data elements in the SBC/Ameritech specification will support ordering and provisioning for all products and services that SBC/Ameritech offers in its wholesale tariffs or under any other arrangements it makes with state and federal regulators.

Development Timeline

The development timeline associated with the deployment dates established for all changes advised in this Plan of Record including described releases will be consistent with the timeline provided in section K of this Plan of Record and the CMP.

A 12-month OSS interface development view will be shared regularly at Change Management Process meetings. During the period of this Plan of Record, it is anticipated that forces other than this plan may cause additional changes and enhancements to the application to application and GUI interfaces offered to CLECs by Ameritech Illinois. Consistent with the CMP, as these changes and enhancements are known, release announcements will be issued by Ameritech Illinois and the OSS 12-month view will be revised.

Versioning

Versioning will be implemented by Ameritech Illinois coincident with the ordering release that is scheduled for implementation on September 25, 2000 and coincident with the pre-ordering release that is scheduled for implementation on December 9, 2000. These releases will co-exist with the production system interfaces now in use. Ameritech Illinois' implementation of the March 2001 pre-ordering and ordering interfaces will be the introduction of the LSOG 4-based pre-ordering and ordering interfaces and these will versioned as the initial LSOG 4 interfaces. The LSOG 2-based interfaces will remain available to CLECs until the implementation of the uniform pre-ordering and ordering interfaces currently expected to be implemented in September, 2001 according to SBC's Uniform and Enhanced OSS Plan of Record. [redacted] Ameritech Illinois will support three versions of software at all times for its EDI Ordering and EDI/CORBA Pre-Ordering interfaces. The last dot release of the retired LSOG will be supported until the next LSOG is implemented. The other two versions supported will either be the latest two dot versions or in the case of initial implementation of an LSOG, the new LSOG and the next to last dot release of the retired LSOG. Sunset of the oldest LSOG will occur on the implementation date of the newest LSOG version. This versioning

concept is further described in Attachment A (Interface Change Management Process - Versioning of Gateway Releases) to this POR[2].

CLEC Joint Testing[3]

By December 1, 2000 Ameritech Illinois will establish a testing environment for existing releases of its interfaces that will mirror the production environment, including interfaces, systems, databases and tables through creation of the service order. The test environment will be physically separate from the production environment. This will be termed the Current Release Testing environment. As new releases of its systems are implemented, the Current Release Testing environment will be refreshed to reflect the newly implemented systems and the removal of systems that are retired. Testing procedures for the Current Release Testing environment will enable CLECs to schedule testing during the business day where testing time and testing resources will be managed by Ameritech so that CLECs can fairly share the Current Release Testing environment. Ameritech will maintain test accounts, test databases, and test transactions that CLECs can utilize to test transactions within the Current Release Testing environment.

Available for the March 2001 releases, Ameritech Illinois will ***establish*** [redacted] an Ameritech Illinois-CLEC Joint Testing ***environment*** [redacted] for the ordering application to application interface and the ordering GUI that employs a stable test environment, which mirrors the production environment through creation of the service order. ***This test environment would be termed the New Release Testing environment. This environment will be physically separate from the production environment.*** The ***New Release Testing environment*** [redacted] will utilize a duplicated copy of the production systems in an environment that is simultaneously updated to incorporate production table changes. [redacted] The ***New Release Testing*** environment will ***migrate into*** [redacted] the production environment ***upon completion of testing new releases of SBC systems per the CMP.*** [redacted] Test cases will

[2] IL OSS Collaborative Issue #1

[3] IL OSS Collaborative Issue #2

be monitored while being processed ***when requested by the CLEC according to its Joint Release Test Plan*** in order to provide CLEC prompt feedback on test results. [redacted] For each ***new*** release testing period, Ameritech Illinois and each participating CLEC will negotiate a documented, customized test plan. Ameritech Illinois will provide a Joint Release Test Plan template that may be used in the development of the customized test plan. Each testing party will meet with Ameritech Illinois and agree on its own set of test scenarios that will be included in the test, applicable entrance and exit criteria, and a test schedule. Regression testing will be supported in limited scenarios as agreed in the documented test plan. A limited number of test accounts, ***test databases, and test transactions*** will be made available ***for*** [redacted] CLEC testing. Ameritech Illinois will provide the necessary number of test accounts, ***test databases, and test transactions*** for CLEC use in joint testing. In order to ensure that there is an adequate number of test accounts, and that these test accounts, ***test databases, and test transactions*** meet CLEC scenario requirements, CLECs must provide to Ameritech Illinois, at least two weeks prior to the commencement of the scheduled test period, their test account, ***test database, and test transaction*** needs for that specific test period. Ameritech Illinois will make testing available in accordance with the timeframes specified in the CMP. The available testing timeframe shall be no less than thirty calendar days. Testing must be scheduled to end at least seven (7) calendar days prior to the scheduled implementation date, unless otherwise agreed between Ameritech Illinois and the CLEC[4].

A ***New Release Testing environment*** [redacted] for the Pre-ordering application to application interfaces also will be made available ***for testing the March 2001 release. This environment will be physically separate from the production environment. The New Release Testing environment will utilize a duplicated copy of the production systems.*** These systems will allow for testing of each pre-order function in a manner that utilizes production data, ***databases in read-only mode as necessary and tables.*** Standard test cases will be provided for each function. Test cases will be monitored while being processed ***when requested by the CLEC according to its Joint Release Test Plan*** in order to provide CLEC prompt feedback on the results of the test. For ***New*** release testing,

Ameritech Illinois will provide a Joint Pre-Order Test Plan template that may be used in the development of a customized test plan. Each testing party will meet with Ameritech Illinois and agree on its own set of test scenarios that will be included in the test, applicable entrance and exit criteria, and a test schedule. Regression testing will be supported in limited scenarios as agreed upon in the documented test plan. Ameritech Illinois will provide the necessary number of test accounts, ***test databases, and test transactions*** for CLEC use in joint testing. In order to ensure that there is an adequate number of test accounts, ***test databases, and test transactions***, and that these test accounts, ***test databases, and test transactions*** meet CLEC scenario requirements, CLECs must provide to Ameritech Illinois, at least two weeks prior to the commencement of the scheduled test period, their test account, ***test database, and test transaction*** needs for that specific test period. Test cases may be reused from release to release. No "clean-up" or "resetting" of accounts is necessary. However, it will be necessary for CLECs to return TNs requested during test, in order not to deplete the pool of available TNs for use by all CLECs. Ameritech Illinois will make testing available in accordance with the timeframes specified in the CMP. The available testing timeframe shall be no less than thirty calendar days. Testing must be scheduled to end at least seven (7) calendar days prior to the scheduled implementation date, unless otherwise agreed by Ameritech Illinois and the CLEC. [redacted]

The existing test environments for Trouble Administration interface will continue to be used. Procedures for testing the Trouble Administration Interface are outlined in Joint Implementation Arrangements (JIAs) that are in place with all users and will be included in the Generic Implementation Guideline (GIG) discussed in FMO section "E. Maintenance and Repair". The testing procedures for the Trouble Administration interface typically follow the ECIC guidelines. Stack-to Stack, Gateway-to-Gateway, End-to-End, Network Validation Tests, and Operational Readiness Tests are typically performed before going into Production mode.

Testing will be available 8am- 5pm (CT), Monday through Friday, unless negotiated otherwise.

CLECs requiring *ad hoc* exceptions to the current Ameritech joint testing guidelines prior to the implementation of the above described guidelines should contact their Ameritech account manager.[5] Ameritech's account teams and technical staffs will seek resolution of CLEC requests for increased volumes of test transactions to be processed, access to test beds of accounts to be used for testing and

[5] IL OSS Collaborative Issue #3

other support resources. The test plans are to be jointly developed between each individual CLEC and Ameritech including test scenarios, entry and exit criteria, and time frames within which to perform the testing.

DSL Planning Tool

In response to the FCC Uniform and Enhanced OSS Merger Condition, Ameritech Illinois will provide electronic pre-order Internet access to theoretical loop length based upon zip code of end users in a wire center (e.g., how many end users' loops are approximately 12,000 feet or less from the customer premises to the central office; between 12,000 and 17,500 feet from the customer premises to the central office; or greater than 17,500 feet from the customer premises to the central office within a zip code) by 12/2/00.

The means to access this Internet-based resource is to be published by Accessible Letter no later than 10/10/00.

Line Splitting

SBC/Ameritech will collaboratively develop and modify OSS interfaces, processes, and procedures to allow High Frequency Spectrum loop access to CLECs and allow them to order HFS data capabilities on UNE loops. In accordance with these procedures, in those cases when a CLEC provides service utilizing an unbundled xDSL-capable loop, either as part of UNE-P or another service arrangement, the CLEC will control the full spectrum of the loop. In addition, the CLEC will have the right to offer services with the high-frequency spectrum portion of the UNE loop, either by itself or via another service provider.
Operational procedures that are developed will address requirements for pre-ordering, ordering, provisioning, maintenance and billing for line sharing and line splitting HFS loop access arrangements. Although some of the procedural requirements will be unique to the service arrangements, the procedures and support requirements will be equally applicable to line sharing, line splitting and HFS loop access.

In locations where SBC/Ameritech has deployed Digital Loop Carrier systems, Digital Added Main Line ("DAML") technology or entirely fiber optic facilities to an end user location, SBC/Ameritech will make options available to CLECs that will ensure nondiscriminatory access to facilities for the provision xDSL.

Splitter ownership

SBC/Ameritech will own, purchase, install, inventory, provision, maintain and lease splitters to CLECs, including arrangements that support access on a line-at-a-time basis. SBC/Ameritech-owned splitters will be placed in a common area accessible to CLECs upon request if space is available. Upon a CLEC's request, SBC/Ameritech will perform testing and repair of the SBC/Ameritech-owned splitter on behalf of the CLEC.

Operational Support Systems

Pre-Ordering.

SBC/Ameritech will provide CLECs access to loop makeup information equivalent to that provided to its retail operation and/or affiliates. This access will be via application-to-application and GUI interfaces. For information that is not available in SBC/Ameritech electronic databases that are accessed by the application-to-application or GUI interfaces, SBC/Ameritech will manually access that data and provide them to the CLEC in a mutually agreeable form within the same time frame that the information is available to SBC/Ameritech's retail or affiliate operations.

Ordering.

SBC/Ameritech will develop and implement application-to-application and GUI ordering capabilities that will support all order types and service to support line splitting and HFPL The ordering requirements include adding, deleting, moving or changing of services between Ameritech and CLECs, among CLECs and among other service providers.

Provisioning.

SBC/Ameritech will establish provisioning intervals that will apply to orders for the xDSL loop and the HFPL regardless of the loop length. These standard intervals will be reflected on the

SBC/Ameritech web site. Sub-loop provisioning intervals will be negotiated in a collaborative manner within the Change Management Process and the CLEC User Forum, as necessary.

SBC/Ameritech provisioning that is associated with line splitting will be managed so service interruption or service degradation is no worse than that experienced when SBC/Ameritech provisions line-sharing services. The service provisioning process will provide for appropriate arrangements for acceptance testing and cooperative testing during the provisioning cycle for xDSL loop delivery.

Maintenance.

SBC/Ameritech will provide timely and efficient remote test access capability and operational support necessary to isolate troubles on equipment and facilities used to provide advanced services. This support will provide physical test access at the point where splitting of high frequency spectrum and the voice service occurs, or provide a mutually agreeable remote test access alternative (i.e., MLT or equivalent). SBC/Ameritech will be responsible for maintenance and repair of any equipment or facilities that it deploys including, but not limited to, the loop facility on the customer side of the splitter, any splitter that SBC/Ameritech deploys, and all intra-office wiring that SBC/Ameritech provides.

Spectrum Management.

SBC/Ameritech will maintain an inventory of the existing services provisioned on the cable. SBC/Ameritech will manage the spectrum in a competitively neutral manner consistent with all relevant industry standards. SBC/Ameritech and CLECs will comply with FCC and/or industry standards, practices and policies and will establish a mutually agreeable plan and timeframe for achieving and implementing such industry standards, practices and policies.

B. Pre-ordering

An application to application pre-ordering interface accessible using either EDI or CORBA protocols will be implemented. This interface version will represent a new version of the currently existing application to application interfaces. The pre-ordering application to application interface which will utilize EDI and CORBA will be referred to as the "application to application interface" in the remainder of this pre-ordering section of this plan. The data elements in the pre-ordering application to application interface will be synchronized to the extent possible with the data elements in the uniform application to application ordering interface. Ameritech Illinois will provide documentation describing business rules for any fields that cannot be synchronized.[6] Pre-order response time performance will be measured by Ameritech Illinois with respect to the different technology frameworks i.e. GUI and EDI/CORBA. The pre-ordering measuring systems will be developed and implemented in proceedings at the state level that address performance measurement and reporting requirements.

Ameritech Illinois will implement a GUI to access pre-ordering functions. The GUI, which will be an enhanced version of the Verigate application currently offered by SBC in other regions will have a presentation that makes use of the terminology employed in OBF LSOG version 4. While having the same pre-ordering transaction functionality as the application to application interface, the GUI will include other functionality appropriate to that type of interface, such as the functions for storing or printing results. Attached to this document is the User Guide for the existing Verigate application (see Attachment B). This application will be enhanced to include a browser-based user interface and access to Ameritech Illinois pre-ordering functions. CLECs may access the pre-ordering GUI via private line, frame relay, dial-up or the Internet. The pre-ordering GUI will be referred to as the "GUI" in the remainder of this pre-ordering section of this plan.

There are three planned updates to the pre-ordering interface, as follows.

The first will be the addition of four new functions to the EDI interface. These pre-ordering functions, Connecting Facility Assignment Inquiry, DSL Loop Qualification, Feature/Service Availability, and Network Channel/Network Channel Interface Inquiry will be made available to provide interactive access to data. These functions were made available on April 3, 2000. Specifications for these functions have been published and made available via TCNet as of February 7, 2000, and have been made an attachment to this document (see Attachment B).

Second will be the introduction of an updated version of the EDI application to application interface in March 2001. This version of the interface will provide additional functionality and update the interface to LSOG 4 unless another guideline version is selected via the Change Management Process.
As a part of this second update in March 2001, Ameritech Illinois will make CORBA available as an alternative to EDI. CORBA has been selected by the T1M1 standards organization as appropriate for pre-ordering functions for local service products. T1.265-1999 covers the majority of pre-ordering functions and was approved April 1999. T1.267-1999 applies to the CSI Inquiry and Directory Listings Inquiry and was approved August 1999. SBC will base its implementation upon these T1M1 IDL data models, where available. Non-repudiation of EDI requests will not be

[6] IL OSS Collaborative Issue # 21)

supported and message receipts will be required. Security will be implemented in accordance with T1M1 T1.265 security specifications.

Specifications for this updated interface version will be developed and published per the Change Management Process. As a result, initial specifications for this release are scheduled to be available to CLECs no later than October 2000, followed by a period for CLEC comment before specifications are finalized.

The third update, also in March 2001, will provide a pre-ordering GUI interface to CLECs in Ameritech Illinois. The GUI interface will provide access to pre-ordering functionality equivalent to that available on the application to application interface. User documentation and release specifications for the enhanced Verigate to be deployed in Ameritech Illinois in March 2001 will be available to CLECs in February 2001.

The following pre-ordering functionality is planned for the updated application to application and GUI interface. These functions will be available via the application to application interface in both EDI and CORBA.

Pre-ordering Message Flows

The EDI application to application interface will utilize ASC X12, Ver 4020 transaction sets to pass information between requestor and provider using the 850 and 855 transaction sets. A typical pre-ordering transaction will begin when a CLEC submits an 850 purchase order. Responses, whether positive or negative, will be returned to the CLEC via an 855 purchase order acknowledgement. Due to the interactive nature of the pre-ordering functions, the 997 functional acknowledgement transaction set will not be used. Also the 855 purchase order acknowledgment will be used, instead of the 864 text message, to return customer service information.

The CORBA application to application interface will employ T1M1 IDL data models in a request-response message flow to exchange data between a message requestor and provider.

Address Validation Inquiry

The Address Validation function will continue to be available in Ameritech Illinois. As part of the application to application and GUI interfaces in March 2001, it will provide access to validated address information by address or working telephone number. This working telephone number inquiry will provide data to the extent available in the underlying OSS accessed by this transaction, as it is for internal Ameritech Illinois users of the underlying OSS. However, all residence and business addresses may be validated through input of the address itself. Address information will also continue to be available as a Data Validation File.

Common Language Location Indicator (CLLI) Inquiry

This function will be made available for Ameritech Illinois via the application to application and GUI interfaces in September 2001. It will provide the CLLI code associated with a telephone number, and is used to determine the appropriate CLLI to be submitted on a local service request for port or loop with port service. The CLLI Inquiry will be a separate one so that users can simply enter a Telephone Number or a CKTID and obtain the CLLI associated with the serving office and

equipment. CLLI, when applicable, will also be added to the CSR so that a separate query is not always necessary.

Connecting Facility Assignment (CFA) Inquiry

Based on the input facility number, this inquiry may be used to verify the status of a connecting facility prior to submitting this information on a local service request. The CFA inquiry was introduced in the Ameritech service area as part of the functionality addition to the existing Ameritech EDI interface in April 2000. This function will continue to be available in Ameritech Illinois via both the application to application and GUI interfaces in March 2001. At that time, this inquiry will be redesigned to provide the status on all circuits associated with a particular tie cable, so as to be more useful to CLECs. Also, the information, where applicable, will be provided on the CSR outputs.

Customer Service Information Inquiry

This function will continue to be available in Ameritech Illinois. It will be available via both the application to application and GUI interfaces in March 2001, and will provide for the retrieval of customer service records for accounts belonging to the requesting CLEC or to Ameritech Illinois retail units and when accounts are owned by another CLEC. CSI records may be retrieved using account telephone numbers or individual working telephone numbers. The interface will return up to 5000 working TNs for application to application and up to 1000 working TNs for GUI response to a CSR inquiry. Each working line will have up to 10 display lines with 80 characters per display line. This will be implemented in March 2001.[7]

Ameritech Illinois will always return CSR information from its various pre-order functions in a fully parsed fielded format. The following fields will be among those returned in a parsed format: SAPR, SANO, SASF, SASD, SASN, SATH, SASS, SALOC/CITY, SAST/STATE, SAZC/ZIPCODE, FLOOR, ROOM, BLDG, SADLO, SALO

LSTNM field: STYC, DNA, ALI, DLNM, PROF, PLA, ITEXT, LNLN, LNFN, DES, TL, TITLE1, TITLE2, NICK

DELADR field: DDADLO, DDAST, DDAZC, DDALOC, DDAPR[8]

Data Validation Files

Data Validation Files will continue to be available in Ameritech Illinois. The directory names, class of service codes, USOC, community names, yellow page headings, feature/service availability and PIC/LPIC code files will be available via Connect:Direct, CD-ROM or downloadable using the pre-ordering GUI. Due to its size, the street address guide will be available only via Connect:Direct and CD-ROM.

Digital Subscriber Loop Pre-qualification Inquiry

This inquiry will be made available in the Ameritech Illinois service area with the March 2001 Pre-Ordering release.

Digital Subscriber Loop Qualification Inquiry

[7] IL OSS Collaborative Issue #14

[8] IL OSS Collaborative Issue #12; Worldcom CCR AM 00-009

Ameritech Illinois will furnish CLECs with access to a mechanized loop qualification function that can be used to qualify loops on a pre-order basis. This function will be available via the application to application interface. This mechanized loop qualification will provide the CLECs with the information needed to make an informed business decision regarding its ability to provide DSL-based service to the end user. Ameritech Illinois introduced this inquiry via the EDI application to application interface in April 2000, and via TCNet in June 2000. For Loop Make-up information, SBC is committed to maintain the pre-ordering GUI in sync with Pre-Order EDI.

When loop qualification is done using the TN of a working line, the makeup of the actual loop assigned to that line is returned. When loop qualification is done using an address as input, the makeup of an actual loop capable of serving that location is returned. The address field is always required as input in this procedure, while the TN is optional.

The loop qualification/loop make-up response will return the following information to the CLEC for a loop to the specified end user premises:

Loop length
Loop length by segment
Length by gauge
26 gauge equivalent loop length (calculated)
Presence of load coils
Quantity of load coils (if applicable)
Presence of bridged taps
Length of bridged taps (if applicable)
Presence of pair gain/DLC

In addition, the following information will be returned when available:

Location of load coils
Location of bridged tap
Type of DLC
Presence of DAML
Loop medium

This function was made available as part of the functionality addition to the application to application interface on April 3, 2000, and will continue to be available via the application to application and GUI interfaces in March 2001. The loop makeup information was provided via GUI (TCNet) by 6/30/2000. The announcement was listed on TCNet on 6/30/2000[9]. Detailed specifications for this functionality are included in Attachment D to this Plan of Record.

Ameritech Illinois commits to re-documenting by 9/1/00 its existing policy that, following provisioning activities where facilities are found to be different than represented in Ameritech

[9] IL OSS Collaborative Issue #35

Illinois' records, it is each employee's responsibility to ensure that the facilities and/or records are corrected.[10]

Directory Listing Inquiry

This information will continue to be available using the Customer Service Information Inquiry. Additionally, a Directory Listing function will be made available in Ameritech Illinois via the application to application and GUI interfaces in March 2001[11]. The function will provide for the retrieval of listing information by either account telephone number or individual working telephone number. This function will be available for accounts belonging to the requesting CLEC or to Ameritech Illinois retail units, as well as those owned by another CLEC. Ameritech Illinois will put in place a process for CLECs to affirm they have authorization from the end user to access directory listing information[12]. All Directory Listing fields supported on the Ameritech CSR will be made available via the Directory Listing Inquiry.

Dispatch Inquiry

The Dispatch Inquiry function will be made available in Ameritech Illinois as a stand alone inquiry via the application to application and GUI interfaces in March 2001. This function indicates when the dispatch of an Ameritech Illinois technician is required for residential service ordered on a local service request. Dispatch is based on the existence of cut-through facilities and assists the CLEC in determining the due date that may be quoted to the end user.

Due Date Inquiry

The Due Date function will continue to be available in Ameritech Illinois, and will be available via both application to application and GUI interface in March 2001. This function allows for the identification of available premise visit dates for services to be ordered on a local service request. If alternate dates are requested, a total of thirty available dates will be returned.

Feature/Service Availability Inquiry

The Feature/Service Availability function, which provides for the availability of specific features and services at a particular local serving office switch, was made available in Ameritech Illinois as part of the functionality addition to the application to application interface on April 3, 2000. Detailed specifications for this transaction are provided in Attachment B to this Plan of Record. This function will continue to be available via both the application to application and GUI interfaces in March 2001. Available features are identified using USOCs which may vary from state to state due to product and service differences. This same information will also continue to be available as a Data Validation file.

Network Channel/Network Channel Interface (NC/NCI) Inquiry

The Network Channel (NC) and Network Channel Interface (NCI) Codes Inquiry function will be available via application to application and GUI interfaces This inquiry provides for the validation of Network Channel (NC) and Network Channel Interface (NCI) codes and their combinations prior

[10] IL OSS Collaborative Issue #34

[11] IL OSS Collaborative Issue #62, 63, 64

[12] IL OSS Collaborative Issue #27

to submitting a local service request. The NC/NCI Inquiry will continue to be available as a standalone inquiry in Ameritech Illinois via both the application to application and GUI interfaces in March 2001. At that time, NC/NCI information, when applicable, will be provided on the CSR outputs.

Pending Order Status Inquiry

Pending Order Status functionality will be made available in Ameritech Illinois via the application to application and GUI interface in March 2001. A list of pending service order information will be provided by working telephone number and detailed service order information will be available using multiple search criteria. The new uniform interface will support a minimum of two inquiry methods: by service order number or Purchase Order Number (PON). Other inquiry methods may be made available after further investigation. Information will be returned from ACIS/SON. The initial inquiry will return a list of up to 110 pending service orders for the telephone number or the PON. The list will include the PON, service order number, telephone number, order due date, appointment code, activity code, and order status. Details will include: Customer Code, Class of Service, Access Code, Appointment Code, Application Date, Completion Date, Control Date, Due Date, Last Due Date, Exchange Name, Missed Appointment Code, Order Status Indicator, FACS Indicator, and the additional service order image information from ASON.[13]

PIC/LPIC Inquiry

The PIC/LPIC Inquiry provides a list of current Primary Interexchange Carrier (PIC) and IntraLATA Primary Interexchange Carrier (LPIC) codes for carriers providing service at a particular local serving office switch. This function will continue to be available in Ameritech Illinois via both the application to application and GUI interfaces in March, 2001. This same information will continue to be available as a Data Validation file. This inquiry will be available to the CLECs as part of the Customer Service Information Inquiry and as a stand-alone query to provide a list of available PIC/LPIC choices for the serving offices.

Telephone Number Availability

The Telephone Number Availability function will continue to be supported in the application to application and GUI interfaces in March 2001. The telephone number reservation period will be increased to thirty calendar days. The Telephone Number Availability functions supported in the application to application and GUI interfaces will be inquiry, reservation, confirmation, and cancellation. The maximum number of available telephone numbers returned in response to an inquiry will be ten, and the quantity of telephone numbers that can be reserved in a single transaction will be one.

The following functions are classified by their availability dates:

Table 18:

Implemented April 2000

Function	Application to Application interface
Connecting Facility Assignment (CFA)	CFA inquiry
DSL Loop Qualification Inquiry	Loop Qualification Inquiry

[13] IL OSS Collaborative #44, #61

Function	Application to Application interface
Feature/Service Availability	List of Features/Services by USOC
NC/NCI Validation	Validation inquiry

To Be Implemented in 3/2001

Function	Updated Application to Application and GUI interface
Dispatch	Dispatch inquiry
Pending Order Status	Pending inquiry
DSL Pre-qualification Inquiry	*DSL Pre-qualification Inquiry*
Directory Listing Inquiry	ATN inquiry

Modified in 3/2001 (includes those transactions with planned functionality modifications.)

Function	Updated Application to Application and GUI interface
Connecting Facility Assignment (CFA)	CFA inquiry
Customer Service Information (CSI)	ATN inquiry
	WTN inquiry
Address Validation	Numbered, Unnumbered, Unnamed, Descriptive inquiry

Modified in 3/2001 (includes those transactions which will be functionally unchanged, but will be updated to LSOG 4 guidelines)

Function	Updated Application to Application and GUI interface
DSL Loop Qualification Inquiry	Loop Qualification Inquiry
Feature/Service Availability	List of Features/Services by USOC
NC/NCI Validation	Validation inquiry
TN Availability	Inquiry 10 TNs
	Reservation 1 TN
	Confirmation
	Cancellation
PIC/LPIC List	Code inquiry Data Validation File
Due Date Inquiry	Inquiry Next available due date and 29 alternate dates available
Data Validation Files	SAG, PIC/LPIC, Features/Services, Yellow Page Headings, USOCs

Implemented in 9/2001

Common Language Location Identifier (CLLI)	CLLI inquiry

C. Ordering

A Windows-based ordering GUI, an enhanced version of the LEX application currently available in the SWBT and PB/NB regions of SBC[14], will be implemented by Ameritech Illinois. This will provide the CLECs with a robust set of order submission and order management functions. It will be consistent in data field terminology with OBF LSOG 4 subject to further discussion consistent with the Change Management Process. It will have functionality equivalent to that of the application to application interface, and will be provided in.User documentation and release specifications for the enhanced LEX GUI to be deployed in Ameritech Illinois in will be available to CLECs in. Ongoing changes to the LEX GUI will continue to occur after the enhanced LEX GUI roll out relating to changes in the FCC POR[15]. In alignment with its commitment to industry standards and guidelines, Ameritech Illinois will be updating its application to application ordering interface to be consistent with the LSOG 4 and SOSC ELMS4 in March 2001 These and other enhancements to the ordering application to application interface will continue to be implemented during the period of this plan and be managed per the Change Management Process.

Flow Through

Flow through of orders received over the application-to-application interface occurs when those orders are processed through the Ameritech interface and OSS and result in the generation of service orders in the service order processor, all without manual processing. Ameritech Illinois will publish its list of service types and orders types that are designed to flow through its systems, and identify exceptions to those that cause the orders to require manual processing, for review in each Change Management Process meeting. The first publication of this list occurred in August, 2000.

By March, 2001, Ameritech will reduce by fifty percent the exceptions as of August, 2000 that cause manual processing where those orders would otherwise be eligible to flow through. In each subsequent six month period, Ameritech will increase the types of orders that flow through by no less than 50% and will reduce by 50% the exceptions that remain for otherwise flow through eligible orders. Ameritech will publish its flow through results monthly according to two (2) measures and make those results available in each Change Management Process meeting. Individual CLEC results are to be kept confidential between Ameritech and the individual CLEC. CLEC aggregate

[14] IL OSS Collaborative Issue #17

[15] IL OSS Collaborative Issue #17

Measurement A. Percent of electronically received orders that flow through which are designed to flow through.
Disaggregations: product; state, individual CLEC and CLEC aggregate.
Retail analogs: Orders entered into the service order processor that do not fall out for manual processing or error correction
Disaggregations: POTS; Special Services; Affiliates

Measurement B. Percent of electronically received orders that flow through.
Disaggregations: product; state, individual CLEC and CLEC aggregate.
Retail analogs: Orders entered into the service order processor that do not fall out for manual processing or error correction
Disaggregations: POTS; Special Services; Affiliates

To improve the ordering process for unbundled DSL-capable loops, some modification of data field usage will be made effective in December 2000. These changes will be more fully described in specifications provided as part of the advance notification process, but will include:

- Requesting line conditioning using the LSR Service or Product Enhancement Code (SPEC) field
- Requiring the LSR Type of Service (TOS) field to indicate whether a loop is for residence or business service
- Validating that an available loop can support the requested Power-Spectrum Density (PSD) class before confirming a received order

Line sharing is the term used to describe the simultaneous transmission of data and voice services over a single twisted copper cable. In response to the FCC's Line Sharing Order (Third Report and Order in Docket 98-147 and Fourth Report and Order in Docket 96-98), CLEC requests, and SBC line sharing trials, Ameritech Illinois has established electronic ordering for line-shared DSL services via Ameritech Illinois's EDI interface. Initial notification of ordering details was released on March 3, 2000. Ameritech Illinois implemented line-sharing ordering via EDI on May 22, 2000.

Ameritech Illinois will do an abbreviated TN/address validation on all [redacted] retail, resale, CPO, and loop with portability orders ***and all other order types*** that include a telephone number of an existing Ameritech service. This will be implemented by December 2000[16] ***using business rules that are collaboratively developed in the Change Management Process.***

[16] IL OSS Collaborative issue #13

By March, 2001, Ameritech Illinois will develop and implement a process for synchronizing its Customer Service Record addresses to conform with the valid street addresses as reflected in its Street Address Guide. This process will also be designed to maintain synchronicity between the Customer Service Record address and Street Address Guide records.

Telis/Exact will continue to be used for ordering Local Interconnect Facilities, Operator Assistance, Directory Assistance Trunks, Access Services, Unbundled Dedicated Transport, and Interconnection trunks, but its use as a method to order unbundled local loops will be sunset. When Ameritech Illinois announces its sunset of the function of Telis/Exact for the ordering of unbundled local loops, Ameritech Illinois will notify the CLECs using the provisions for interface retirements in the CMP.[17] A retirement letter will be sent when the implementation phase of the FCC Uniform and Enhanced OSS Plan begins, but no later than October 2000.

Through the OSS Change Management forum, Ameritech Illinois will work with CLECs to modify the process for assignment of new Billing Account Numbers (BANs).[18]

Ameritech Illinois currently provides EDI ordering capability for the ordering of its presently available UNE-P product referred to as Combined Platform Offering (CPO). Ameritech Illinois will provide an EDI-based ordering process supporting the ordering of any UNE-P product made generally available by Ameritech Illinois through tariff or contract amendment. This process will support the ordering of UNE-P in commercial volumes for both business and residential customers. The ordering GUI to be made available in will support the same UNE-P ordering functionality as the EDI application to application interface.

Ameritech shall work with CLECs to provide GUI service arrangement(s) for unbundled loops (with or without LNP), resale and UNE-P, through a third-party provider, during the interim period beginning on October 1, 2000. Ameritech Illinois shall pay all, or some portion of, the charges applicable to the GUI service arrangement(s). The amount and nature of Ameritech's funding commitment will be determined between the parties based upon the projected charges applicable to the GUI service arrangement(s). Such payments shall apply to electronic orders submitted to Ameritech Illinois on or after October 1, 2000.

By August 9, 2000, any CLEC party interested in pursuing this proposed GUI service arrangement shall notify Ameritech of its interest, including the identity of potential GUI providers and expected usage. With respect to a third party GUI service arrangement to support the ordering of UNE-P, Ameritech Illinois shall also provide appropriate documentation and technical assistance to facilitate the development of GUI service arrangement(s) that allow the electronic ordering of UNE-P no later

[17] IL OSS Collaborative issue #38

[18] IL OSS Collaborative issue #50; CoreComm CCR AM 00-011

than October 1, 2000. Within 30 days of the effective date of this plan, Ameritech Illinois shall report to the parties on the status of such GUI service arrangement(s).

As part of the SBCUniform and Enhanced OSS plan, the capability to order directory listings integrated into the current EDI/LSR loop ordering processes will be provided not later than[19].

Ameritech Illinois will implement a process to allow CLECs the option to retain current listings on all orders, by March 2001[20].

To support ordering of the broadband UNE that will be offered by Ameritech Illinois as part of Project Pronto, Ameritech Illinois will deploy a web-based GUI, which will be known as BOP (formerly referred to as "SOLID") Web Interface. This interface, which will be deployed according to the CMP, will allow the CLECs to create a configuration profile for a remote terminal, which will be necessary before individual loop orders can be accepted for that remote terminal. A Users Guide for the BOP Web Interface also will be issued according to the CMP guidelines. Because the Web Interface will be used only to support ordering of the broadband UNE, it will not be deployed if and where Project Pronto is not implemented.

The process to order unbundled sub-loops via Fax and ASR/TELIS is currently available. The process to order sub-loop unbundling will be made available by EDI, ASR and TELIS/Connect:Direct no later than December 2000 and specifications for the process enhancements will be issued consistent with the CMP.

Uniform Ordering Message Flow

850/855 Transactions

In the current environment and continuing to the uniform interface environment, an 850 transaction will be sent by CLECs to initiate a typical ordering process consistent with industry guidelines. A positive or negative response is returned via an 855 transaction to communicate the disposition of the request. If the request is error free, a positive response is sent in the form of a Firm Order Confirmation (FOC). If errors are detected, a negative response is sent in the form of error information detail.

The 855 transaction will only be used to return a response to the 850 in the format of an FOC or error notification.

If an error notification is sent, Ameritech Illinois will scan the entire order and notify the CLEC in one 855 transaction of all the errors found and the definitive reject reasons by field, except when a fatal error is encountered. Ameritech Illinois will no longer send 855 advice transactions, even for orders of 50 lines or more.

[19] IL OSS Collaborative Issue #11

[20] Illinois OSS Collaborative Issue #11

860/865 Transactions

As part of the uniform ordering interface implementation required by the SBC Uniform and Enhanced OSS Plan of Record, all 860 transactions will be utilized to effect a change using the full refresh process, meaning that all unchanged information from the original request is included in the supplement along with the changed information. Ameritech systems will be modified to support full refresh supplemental orders by September, 2001, or sooner, in the same manner as is utilized in the other SBC regions. The currently used process will continue to be available until the full refresh process is implemented. Prior to the implementation of the full refresh supplemental order capability, Ameritech may implement an interim work around that will provide for modifying order content with order supplements without requiring the currently used process that necessitates line itemized changes in order content.. Ameritech will collaboratively design such a work around with CLECs and develop the work around consistent with that design. Implementation of the work around will efficiently and effectively allow for changes to order content via order supplements. Upon its implementation of the full refresh capability, Ameritech will continue to support the currently used method and workaround, if implemented, in the existing releases and will implement the full refresh capability in the September, 2001 release or sooner.[21]

The 860 transaction will continue to be used by CLECs to respond to a negative 865 transaction to correct errors on an 860. The 865 will be used for returning confirmation notices (FOCs and SOCs), error notices on 860 transactions, jeopardy notification notices and to advise CLECs of customer impacting provider initiated changes.

It is anticipated that there will always be reasons for an unsolicited message to be sent. The appropriate data will be included [redacted] that will allow the CLEC to associate the response to the appropriate request.[22]

997 Transaction

Ameritech Illinois currently return a 997 transaction to the CLEC to acknowledge the receipt of data transmission and expect a 997 transaction in response to transactions sent to the CLEC. This practice will be continued in the application to application interface. Ameritech Illinois will return both positive and negative 997 transactions for all EDI transactions received from CLECs.

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[21] IL OSS Collaborative Issue # 20;

[22] IL OSS Collaborative Issue #42

D. Provisioning

An update to currently provided provisioning functionality is planned for March 2001. This update will put into place two inquiry and response transactions that will provide access to service order status information pertaining to the provisioning of a CLEC's purchase orders. These transactions. Pending Order Status and Provisioning Order Status, will be available in addition to the existing Jeopardy Notification and Service Order Completion transactions. The Pending Order Status and Provisioning Order Status transactions will be provided via the pre-ordering application to application and GUI interfaces. The implementation of these transactions will be subject to discussion as described in the Change Management Process.

Jeopardy Notification

Jeopardy Notification is used when alerting the CLEC that a situation has been encountered in the provisioning of an order that will potentially cause the confirmed due date to be missed. Jeopardy notifications will continue to be provided by Ameritech Illinois via the ordering application to application interface, but will be supplied using the 865 transaction in March 2001, and will be a function of the ordering GUI interface.

Service Order Completion

Service Order Completion, which is a notification to the CLEC that the work requested on a previously provided purchase order (or request) has been completed, will continue to be provided by Ameritech Illinois via the ordering application to application interface using the 865 transaction, and will be a function of the ordering GUI interface.

Per the SBC Uniform and Enhanced OSS plan, with the implementation of the uniform ordering release, should a request result in the creation of multiple service orders, work completion notices will be sent for each service order. Further, an additional completion notice will be sent for each LSR/PON once the LSR/PON posts to billing.[23]

Loss Notification

Ameritech Illinois will continue to provide Loss Notification via the ordering application to application interface using the 836 transaction, and will make this notification a function of the ordering GUI interface,.

Pending Order Status

Pending Order Status functionality will be made available via the pre-ordering application to application and GUI interfaces.

Posted Order Status

Posted Order Status functionality will not be made available by Ameritech Illinois. The capability to provide this function does not currently exist within Ameritech, and it is therefore also not available to Ameritech Illinois retail customer service representatives.

Provisioning Order Status

[23] IL OSS Collaborative Issue #48

Provisioning Order Status functionality will be made available via the pre-ordering application to application and GUI interfaces

The following information will be provided, as minimum, on the Provisioning Order Status (POS) Inquiry that will be made available as part of the GUI and the application to application interfaces (EDI and CORBA). This data will generally be provided from the database associated with the Work Force Administration (WFA) application but some data items may be returned from other databases.

The transaction will support a minimum of two inquiry methods; Purchase Order Number (PON) and Service Order Number. Other inquiry methods, including by telephone number, may be available after further investigation. The initial inquiry will return a list of the applicable service orders for the input criteria. This list will include the service order number, telephone number, PON and due date.

The user may select a specific service order from the list and retrieve details of the provisioning status for that service order. Details will include the telephone number, due date, subsequent due date, status, end users name, address. In addition, specific information will also be provided, as applicable, such as Subsequent Due Date, Central Office Assignment Status, Dispatch Status, and Jeopardy Status. Examples of other types of data that may be returned include Appointment Code, Handling Code, Maintenance Control Office, Access Customer Name Abbreviation, Overall Control Office, Master Customer Number, Circuit Control Office, and Billed Customer Name.

Additionally, the Provisioning Order Status Inquiry will be used to access demarc information by telephone number or circuit number. This information will generally be provided from the database associated with the LFACS application but some data items may be returned from other databases. The output response may contain facility information such as: circuit identifier, termination identifier, assignable line USOC, cable name(s), pair name(s), binding post/color indicator(s), distribution terminal and/or cross box address(es), pair gain system type or physical cable type, pending service order number and due date, resistance zone, taper code, remote location address, and transport medium.[24]

Hot Cuts

SBC/Ameritech shall provide a hot cut process consistent with the process outlined in its July 18, 2000 document with the following exceptions:

- ***SBC/Ameritech shall perform pre-cutover test procedures forty-eight (48) hours prior to the scheduled cut time. These procedures shall be designed to identify potential problems with a***

[24] IL OSS Collaborative Issues #44 #61

hot cut and allow sufficient time for Ameritech and/or the involved CLEC to resolve the problem in a timely manner or reschedule the order.

- *SBC/Ameritech shall lay in jumpers between the connecting facility assignment (CFA) appearance on the IDF/MDF and the MDF appearance of the cable pair assigned to the unbundled loop order at least 48 hours prior to the due date. Once the jumpers are laid in, Ameritech will perform an ANI test using the telephone number assigned by the CLEC. This test shall be conducted in a manner which verifies the number assigned by the CLEC and uses the laid in jumpers between the cable pair's MDF appearance and the CFA to ensure connectivity.*

- *Within one hour of completion of such testing, SBC/Ameritech shall immediately identify and correct and correct any deficiencies found in their equipment and facilities, and notify the involved CLEC of any CFA, dial tone or switch translation problems identified in the CLEC's network.*

- *SBC/Ameritech will provide 3-day provisioning intervals consistent with that of its sister company SWBT.*

By December 1, 2000, SBC/Ameritech shall implement the system, operations, process, and procedure changes that enable CLECs to specify a frame due time in their order.

E. Maintenance and Repair

Ameritech Illinois will continue to offer a standardized application to application interface and a highly functional and easily accessible GUI for CLEC trouble administration. The EBTA application to application interface offered by Ameritech Illinois is based on ANSI standards T1.227:1995, T1.227a:1998 and T1..228.1995 developed by the T1M1 committee. This application to application interface supports the set of data attributes defined by the standards in a manner consistent with those standards. This list of supported attributes is contained in a table below. Release requirement documents for the application to application interface will be provided to all CLECs in May 2001. Release requirements documents and user guides for the GUI interface will be provided to CLECs in August 2001.

The EBTA II GUI provides a common presentation to all end users, and provides functionality equivalent to that of the EBTA application-to-application interface. Ameritech Illinois will enhance its current application to application interface and GUI for maintenance and repair in second quarter of 2000. The following business functionality will be added:

- MLT Testing functionality for application to application and GUI

  This will enable CLECs to test resold POTS and loop with port combinations. This will allow a faster determination of the trouble source without Ameritech manual intervention. This ability will allow a CLEC to test the loop while the customer reporting the trouble is still on the call.

  The application to application interface will be compliant with the ANSI T1.262 industry standard. The EBTA II GUI will provide equivalent functionality.

- GUI edits to conform to TRFD3 (ECIC Trouble Report Format Definition)

  This enhancement will reduce the amount of information necessary to report trouble on a POTS line or a loop with port line by using enhanced industry guidelines. This will simplify and streamline the process for reporting troubles through the GUI, and will give the GUI functionality equivalent to that of the application to application interface. The GUI will also support repair activities on UNE-P.

- GUI Activity Duration window to show billable hours

  The Activity Duration window will provide the CLEC with information on what type of repair activity occurred (e.g., dispatch, after hours repair) while clearing a special services trouble. This will supply details on the duration of each activity and whether or not it was billable, and will give the GUI functionality equivalent to that of the application to application interface.

MLT testing was made available in Ameritech Illinois on April 3, 2000. Specifications for this change were distributed to CLECs on February 28, 2000.

The other two changes, the TRFD3 edits and the Activity Duration window, were made available in June 2000.

The following table summarizes the enhancements made to the maintenance interfaces in the second quarter of 2000.

SYSTEM	Ameritech
APP –TO-APP	System: Electronic Bonding – TA

	• MLT Test POTS and loop with port Standard: T1.262
GUI	System: EBTA II GUI • MLT Test POTS and loop with port • GUI Edits to conform to TRFD3 • GUI Activity Duration window for special services

The following table details the data attributes that will be supported by the application to application interface:

Table 22

ATTRIBUTE LABEL	**SBC**
ActivityDuration	Supported with Limitations (Delayed Maintenance and No Access only)
AdditionalTroubleInfoList	Supported per Standard
AdditionalTroubleStatusInfo	Supported per Standard
AgentContactPerson	Supported per Standard
AuthorizationList	Supported per Standard
CalledNumber	Supported per Standard
CancelRequestedByManager	Supported per Standard
CloseOutNarr	Supported per Standard
CommitmentTime	Supported per Standard
CommitmentTimeRequest	Supported per Standard
CloseOutVerification	Supported per Standard

ATTRIBUTE LABEL	SBC
CustTroubleTickNum	Supported per Standard
CustomerWorkCenter	Supported per Standard
EscalationList	Supported per Standard
ALocationAccessAddress	Supported per Standard
ZlocationAccessAddress	Supported per Standard
AlocationAccessHours	Supported per Standard
ZlocationAccessHours	Supported per Standard
aLocation Access Person	Supported per Standard
ZLocationAccessPerson	Supported per Standard
MaintServiceCharge	Supported per Standard
ManagedObjectInstance	Supported per Standard
ManagedObjectInstAliasList	Supported per Standard
ManagerContactPerson	Supported per Standard
PerceivedTroubleSeverity	Supported per Standard
PreferredPriority	Supported per Standard
ReceivedTime	Supported per Standard
RepeatReport	Supported per Standard
RestoredTime	Supported per Standard
TroubleClearancePerson	Supported per Standard
TroubleDetectionTime	Supported per Standard
TroubleFound	Supported per Standard
TroubleReportFormatObjectPtr	Supported per Standard

ATTRIBUTE LABEL	SBC
TroubleReportFormatIdentifier	Supported per Standard
TroubleReportID	Supported per Standard
TRMustBePresentAttrIdList	Supported per Standard
TRMayBePresentAttrIdList	Supported per Standard
TroubleReportState	Supported per Standard
TroubleReportStatus	Supported per Standard
TroubleReportStatusTime	Supported per Standard
Trouble Report Status Window	Supported per Standard
Trouble Type	Supported per Standard
Tsp Priority	Supported per Standard
CustomerInfo	Supported per Standard

The following table details the business functions that will be supported by the GUI interface. The information input into the GUI's fields will be mapped to the same locations, in the back end OSS, as the application to application interface.

FUNCTION	EBTA II GUI
Create	
Circuit Types	Telcordia valid circuit ids
Access Hours	test and premise access hrs
Narrative	Yes
Trouble Type	Yes
Dispatch Authorization	Yes
Contact information	Yes
TSP Priority	Yes
Status Interval	Yes
Comments /Notes	Yes
Cancel	Yes
Modify info after create	Yes

Messaging	Yes
Get Status (refresh)	Yes
Modify	Yes
Proactive Statusing	Yes
Escalations	Yes
Clear / Close	Yes
Trouble History	Yes
MLT Test	Yes
Status notification	Yes
Estimated Repair Time	Yes
WEB Version	Yes
Circuit Security Supports MCN, ACNA, or CCNA	Yes
Close out Narrative	Yes

F. Billing

Billing as delivered by Ameritech Illinois is substantially in accordance with applicable industry standards and guidelines. For example, Bill Data Tape (BDT) output standards are mature, since they have been used for access billing for several years, and the use of BDT in Ameritech Illinois is largely consistent with industry standards. The industry evolved ahead of the formulation of industry EMI guidelines, so variations from current guidelines exist in the Ameritech Illinois EMI implementation. Ameritech Illinois adopted a Telcordia (formerly Bellcore) standard for Resale electronic bill presentation.

Where necessary to be consistent with the most current version of industry standards and guidelines, Ameritech Illinois will update these billing interfaces.

Bill Data Tape (BDT)

The BDT in Ameritech Illinois is consistent with the most current version, version 32, of the applicable standard.
Ameritech Illinois adheres to the Technical Review Group (TRG) version release schedule. Version releases are implemented twice per year during two separate industry established three-month periods. Connect:Direct and/or Network Data Mover (NDM) will continue to be offered as the means for bill delivery. These similar technologies will continue to be available on an either/or basis, as they are today.

Exchange Message Interface (EMI)

To provide consistency in the application of industry guidelines, Ameritech Illinois will provide the following enhancements:

- Implement changes resulting from a suite of resolved OBF issues that target the local market. The changes originating from the OBF issues that will be implemented in Ameritech Illinois are:
  010162 record – ISDN (Circuit Switch Digital)
  101019 record – Move of class features from 100118 to 100119
  OBF issue 1932 - UNE/P Access Header/Trailer/Detail/Summary records

- Provide a single user guide encompassing all 13 states. Details will be documented in that single SBC user guide.

- Increase notification period for planned EMI changes to sixty days.

The OBF Message Processing Committee maintains the Exchange Message Interface guideline which is used as the basis for providing billing network usage detail to CLECs. Version 17 of this guideline was issued in January 2000. The new EMI records to be implemented by Ameritech Illinois are fully described in OBF guidelines, and detailed specifications for the use of these records will be provided to CLECs in January 2001.

Approved OBF guidelines as appropriate will continue to be implemented by Ameritech Illinois.

Electronic Data Interchange (EDI)

Ameritech Illinois will begin using EDI 811, version 4010 Telecommunications Industry Forum guidelines, for creation of Resale bills. Use of the EDI 811 for this purpose is a commonly accepted industry practice, and the implementation will reflect the Ameritech Illinois paper bill format. This enhancement will be available in January 2001. TCIF/EDI guidelines for the EDI 811 transaction may be obtained from the TCIF web site. A detailed implementation guide describing the specifics of Ameritech Illinois' implementation of the EDI 811 will be available to CLECs in October 2000.

Ameritech Illinois also will provide a 30-day notification for monthly implementations and at least 90 days for version changes.

Online Viewing/GUI

There are no plans to create an on-line access capability for viewing bill images. Lack of current CLEC utilization in other regions of the SBC Toolbar application for billing, where available, and the absence of expressed interest during a prior CLEC collaborative billing forum suggest there is no business need for this capability.

In some cases, to make use of the Ameritech Illinois OSS interfaces via the ARAF, certain software requirements must be met by the accessing CLEC.

- For pre-ordering application to application EDI access, Interactive Agent software per the *Electronic Commerce Implementation Committee (ECIC) Interactive Agent* specification will be used. For the CORBA protocol, non-repudiation of EDI requests will not be supported and message receipts will be required. CORBA security will be in accordance with T1M1 T1.265 security specifications.

- The pre-ordering and/or ordering GUI will be web-based and accessed via browser software, such as Internet Explorer (version 4.01 SP2 or greater) or Netscape Navigator (version 4.0 or greater.) Dependent on the final infrastructure architecture, SUN Java Plug-in version 1.2.2 also may be required. It is suggested that the workstation have a minimum of 128 MB of memory in order to ensure adequate performance. Communications will be secured with the Secure Socket Layer (SSL), X.509 digital certificates and individual user IDs and passwords.

The Pre-Ordering GUI can be accessed from any xRAF and the CLEC can use a drop down menu to reach data in any of the 13 states as long as the CLEC has a signed Interconnection Agreement in that state.

The Ordering GUI will be accessible from any regional xRAF and will allow CLECs to input LSRs for customers in any of the 13 states where the CLEC has a signed Interconnection Agreement.

For the EDI and CORBA Pre-Ordering application-to-application interfaces and the EDI Ordering application-to-application interfaces, a CLEC can access a regional xRAF and submit transactions or files for customer activity in any of SBC's 13 states. A regional identifier, such as state code or other required field, will be required to designate the "target" region. This regional identifier will be selected and communicated to the CLECs prior to 12/2000 when the ARAF is implemented. A CLEC could chose to send all of their transactions or files for customers in any SBC region via one, or several, of the xRAFs. The request will be routed to the appropriate ordering system based upon information contained in the LSR. The response will be directed back to the CLEC based upon connectivity set-up associated with the sending CLEC ID.

Regional xRAF connectivity will continue to be required for access to SBC region-specific proprietary interfaces.

Ameritech Illinois will provide a centralized point of contact for handling OSS connectivity and interface application questions from CLECs. This Center will be staffed with managers who are trained in OSS and will be dedicated to supporting CLEC users only. A centralized group will be designated to handle CLEC requests for User IDs and for Digital Certificates. Ameritech Illinois plans to use Digital Certificates for CLEC access to the GUIs over the Internet. Vendor negotiations and application requirements development are underway. The 10/2/2000 CLEC OSS Interconnection Procedures document will be updated to include this process.